

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

January 26, 2006
Jewish Community Center
Scottsdale, AZ

MEMBERS ATTENDING

Chris Nadeau, Goodyear, Chairperson	Darren Shortey for Curtis Thomas, Salt River
Lisa Eminhizer for Kathy Jeter, Apache Junction	Pima-Maricopa Indian Community
Carrie Lombana, Avondale	Tom Melton, Scottsdale
Velma Washington, Buckeye	John Bacon, Surprise
* Vicki Szczepkowski, Chandler	Karen Allen, Tempe
* Michelle Busch, El Mirage	Toni Rogers, Tolleson
* Mary Schlosser, Ft. McDowell Yavapai Nation	Ed Syzponik, Wickenburg
Janet Laird, Gilbert	+ Brian Tobin, ASU
Sherrie Clark for Denny Bennett, Glendale	+ Barbara Jaeger, ADOA
Cari Zanella for Erika Wilson, Mesa	*+Gina Weiers, Capitol Police
Mary Millard, Maricopa County	+ Debbie Henry, DPS
Larry Scott, Paradise Valley	*+Paul Phillips, Luke AFB
Vicky Scott, Peoria	+ Doug Mummert, Phoenix
Michelle Kessler for Tami deRuiter, Phoenix	*+Joe Gibson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member

OTHERS PRESENT

Mary Franklin, MR911	Sara Eaton, Cox Communications
Daneen Price, Phoenix	Liz Hunt, MR911
Mike Rall, MR911	Mike Benjamin, MR911
Laura Berfield, Scottsdale	Dave Eaton, MR911
Maria Hall, ADOA	Lisa Sheridan, Qwest
Charles McPeeters, Wickenburg	Jeff Walter, Tolleson

1. Call to Order and Introductions

Chris Nadeau, chairperson, called the meeting to order at 9:13 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the October 20, 2005 PSAP Managers Meeting Minutes

Mary Millard moved, Tom Melton seconded, and it was unanimously carried to approve the October 20, 2005 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- A new update with current city boundaries and streets for those with lots of development and cell sectors will be sent out
- Can give feedback on workstations that haven't been updated
- Reviewing Beta copy of Power Map
 - Annotation – similar to PINS
 - Can share with other positions
 - Keeps lat/long in default
- Next update will include
 - Parcels
 - Tested by Peoria – address point layer and commercial buildings
- Advised that if sectors are not updated it defaults to address of cell tower and will give Phase II if rebid is done

5. 911 Regional Tech Team

Mike Benjamin reported:

- 911 Technical Team – People Resources
 - No changes to staffing
- Site upgrades
 - Peoria upgraded to POWER911 – install has stabilized
 - Gilbert upgraded to POWER911 – project close to close out
 - All Plant Pallas equipment has been replaced
 - Paradise Valley scheduled to cut March 1
 - Phoenix PD and Fire scheduled for first half of 2006
 - Phoenix PD will be moving toward dual-live site
- Dispatch Activity
 - Larger, higher volume sites
- Mary Millard asked about the Positron MIS data loss issue
 - Positron is aware – will escalate to higher level
 - Chris Nadeau to draft a letter to Positron – will provide for review
- Wickenburg has been unstable for some time and then an equipment failure
 - Will work to get it into escalation sooner
 - Should be corrected now

6. Community Emergency Notification System

Liz Hunt advised:

- Thirty-nine total launches for 2005
- Summaries of calls and the cost will be sent out to each agency
- We have 50,000 free missing children launches available for the year
 - Callbacks when child found will have to be paid by the agency
- No launches so far this year
- Looking to bring in Pinal and Gila County also expressed interest
- Mary Franklin will fill in until permanent funding is established
 - Continue to call Liz for assistance with launches
- Liz advised that the test system is often not working
 - Can test on live sight
 - It is logged and if you have any questions call Liz

7. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- Wireless Selective Router Project has stabilized
 - ALI slow has stabilized –
 - Phoenix is now reporting that it happens when system gets loaded
 - Squeal on transfers
 - Still a work in progress
 - Circuit related
 - Slow process to identify the specific circuits involved and pinning Qwest down
 - Some of the problem circuits have been corrected
- Transfers that go outside of MR911
 - DPS Tucson
 - Yavapai County
 - Gila River
- Don't give up on reporting issues
 - ESRK (the number with NXX or 611)
 - Approximate time of the call
 - Basic description of issue

8. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Pinal County GIS should be completed by end of April
 - Start process to implement Phase II
- GIS for Santa Cruz and Graham County should be ready in August
- Gila County GIS and addressing is more difficult because it is divided between the Phoenix and Tucson LATAs
- Cochise County - need to complete E911 to the Basic 911 areas first
 - Incorporated areas are enhanced wireline now except for Bisbee and Tombstone

- Gila River Indian Tribe is addressed with Lat/Long

9. ADOA Report

Barbara Jaeger advised:

- Eleven PSAPs in three counties are replacing equipment
 - Should have the majority completed by end of fiscal year
- The July 911 tax fund reduction in July will cause a 28 percent reduction in our revenue
 - The next reduction in 2008 will make it a 48 percent revenue reduction
- All FY07 budgets have been received
- JLBC wireless report is due April 1
- Discussed the TTY Pass program to ensure CPE is compliant
- Discussed possibility of funding TSP Program if tax can be restored
 - Will only move us up one on restoration
 - Going to 911 Caucus to get language changed to get 911 restoration higher
- NENA scholarships available for the ENP test

10. Qwest 911 Account Team Report

No Report

11. Cox Communications Report

Sara Eaton:

- Provided and discussed the E911 Call procedure for dispatchers
- Advised that their programmer is looking at the issue of the customer name not showing Last, First which is how the other carriers display customer's names.

12. Voice Blanking

- Audio Blanking
 - Choppy voice from caller – industry wide issue
 - Should not be happening with T-Mobile or Cingular
 - A drawing of issue was provide (see attached)
 - The following statement from Qualcomm is an explanation of problem:

Qualcomm Voice Quality Impact Statement:

All CDMA based handsets use a single receive chain with GPS chip. That means that, if the handset is in a blocked or challenging GPS environment, GPS searching for satellite signals may last 2-16 seconds. If voice is being received at that time, the mobile may blank the voice during the GPS operation in a pattern of two seconds on and two seconds off until finished with the location determining process. This should sound different than typical wireless static or voice problems in that it is on for 2 seconds and off for 2 seconds. Several wireless carriers have implemented a recommendation from Qualcomm that limits the amount of time the phone will search for position information to a maximum of 16 seconds. With

typical call set-up times varying from approximately six to eight seconds, by the time the PSAP answers the incoming call the problem should be reduced.

In other words, the process for determining an initial or an updated fix may cause a momentary loss of audio on the handset because the audio receive is diverted to other functions when the initial fix or a fix update is requested. The condition affects the mobile handset receive capability, not the transmit side. So, the call taker is able to hear the caller fine, and has no indication that the caller may not be able to hear instructions or questions or may misunderstand a question. A new Qualcomm chip has been designed to eliminate this problem, but the issue will persist until affected cell phones are replaced with new phones.

- Mike said these chips are expecting to start shipping mid 2006 and the average change out is 18 months
- Barbara Jaeger advised that the FCC is ruling they will not allow reactivating old phones without the chip that fixes this problem

13. 911 System Five Year Plan Working Group

Liz Hunt advised:

- The MAG 911 Oversight Team has requested a new plan
- Need 4-5 folks to be on the working group
- Rough draft will be provided to this committee

14. VoIP Testing

Liz Hunt advised:

- The VoIP providers will begin testing
 - Will not be as labor intensive as wireless
 - About 5 calls
 - Advised providers to give 24 hour notice
 - PSAPs asked Liz to call shift supervisor and email to PSAP Manager
 - Chris Nadeau advised everyone that if there are any problems contact Liz and if busy ask them to reschedule

15. MAG FY 2006 PSAP Annual Element/Funding Request Amendment

Liz Hunt presented the FY2006 budget amendment request from Goodyear for partial reimbursement for a logging recorder. She asked if there were any questions or discussion. There were none. Velma Washington motioned to accept the request, Tom Melton seconded and it was unanimously carried to approve the amendments to the MAG FY2006 PSAP Annual Element/Funding Request.

Next meeting is scheduled for April 20, 2006 at 9:00 a.m. The meeting will be held at:

Arizona State Capitol

**1700 W Washington, 2nd floor Tower
Phoenix, AZ**

The meeting was adjourned at 11:01 a.m.